

## Quality Measures Tab

This Care Coordination Tool training will focus on the **Quality Measures Tab**.

After this self-guided training, you should be able to perform the following functions:

- 1.1 Search for a group of members based on the selection of Care Organizations, Programs enrolled in, Program Status, and Quality Measure group selected
- 1.2 Individually address the gaps identified for a member
- 1.3 Search for individual members within the Quality Measure group selected and other search criteria given, using Member Name /Member ID
- 1.4 Address all the gaps identified for a member:
  - Close/Address all gaps for a member at once
  - Address gaps in *In Progress* status
  - Address gaps in *In Progress* status for **All** members at once
  - Filter members who have measures in *In Progress* (based a particular measure name)
- 1.5 View the patient health record summary
- 1.6 Sort members by Risk Scores
- 1.7 View Quality Measures of family members
- 1.8 Export the list of Quality Measures data into Excel
- 1.9 Exercise: Close a Quality Measure gap for a member

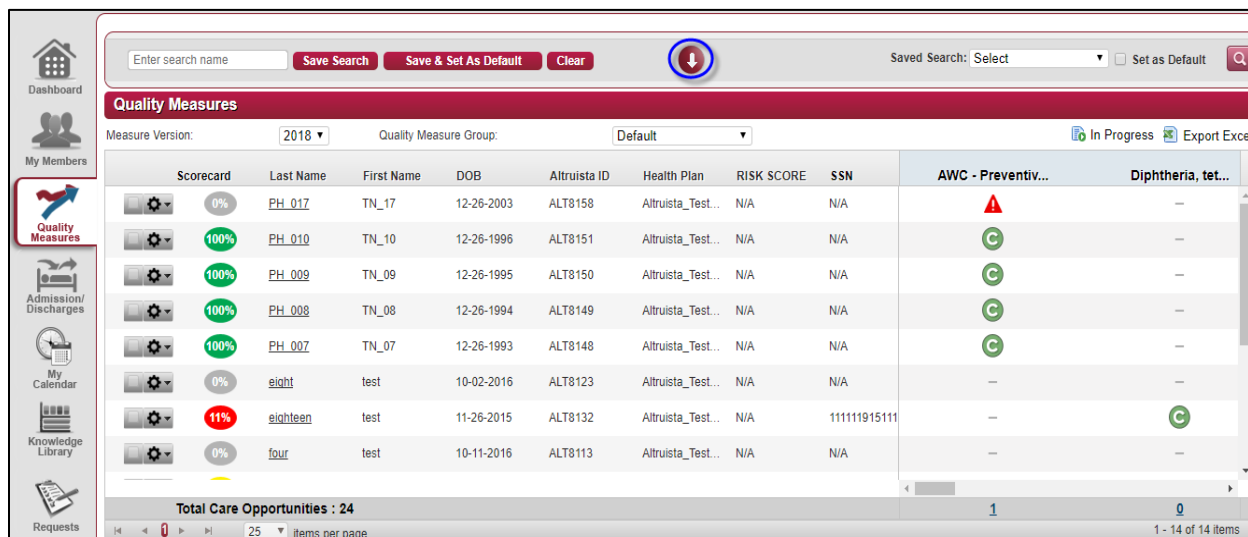
## **Appendix**

- 1.1 Quality Measure Status Changes
- 1.2 Data Sources for the Quality Measures Tab
- 1.3 Quality Measure and HEDIS Specifications

## 1.1 QUALITY MEASURES TAB

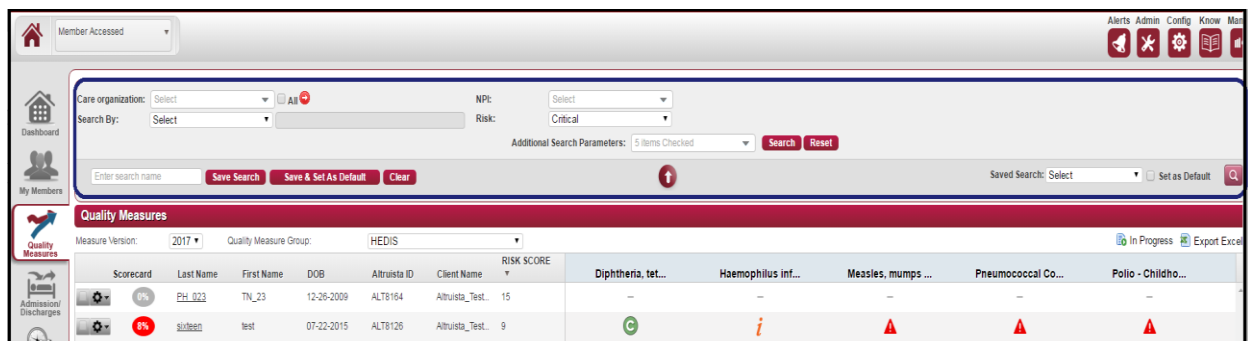
1. The Quality Measures tab is on the left hand side of your screen after you have

successfully logged in. Click  to expand the search panel.



Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	AWC - Preventiv...	Diphtheria, tet...
0%	PH_017	TN_17	12-26-2003	ALT8158	Altruista_Test...	N/A	N/A	▲	—
100%	PH_010	TN_10	12-26-1996	ALT8151	Altruista_Test...	N/A	N/A	C	—
100%	PH_009	TN_09	12-26-1995	ALT8150	Altruista_Test...	N/A	N/A	C	—
100%	PH_008	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A	N/A	C	—
100%	PH_007	TN_07	12-26-1993	ALT8148	Altruista_Test...	N/A	N/A	C	—
0%	eight	test	10-02-2016	ALT8123	Altruista_Test...	N/A	N/A	—	—
11%	eighteen	test	11-26-2015	ALT8132	Altruista_Test...	N/A	11111915111	—	C
0%	four	test	10-11-2016	ALT8113	Altruista_Test...	N/A	N/A	—	—

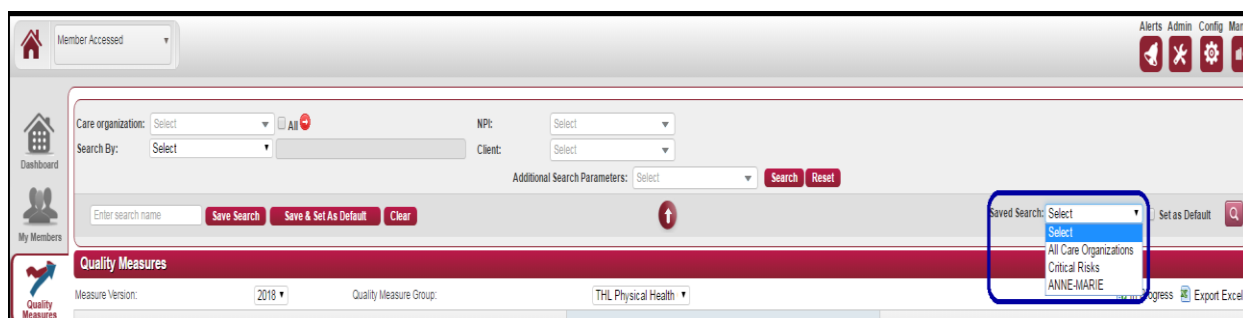
Total Care Opportunities : 24



Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	RISK SCORE	Diphtheria, tet...	Haemophilus inf...	Measles, mumps ...	Pneumococcal Co...	Polio - Childho...
0%	PH_023	TN_23	12-26-2009	ALT8164	Altruista_Test...	15	—	—	—	—	—
6%	sixteen	test	07-22-2015	ALT8126	Altruista_Test...	9	C	i	▲	▲	▲

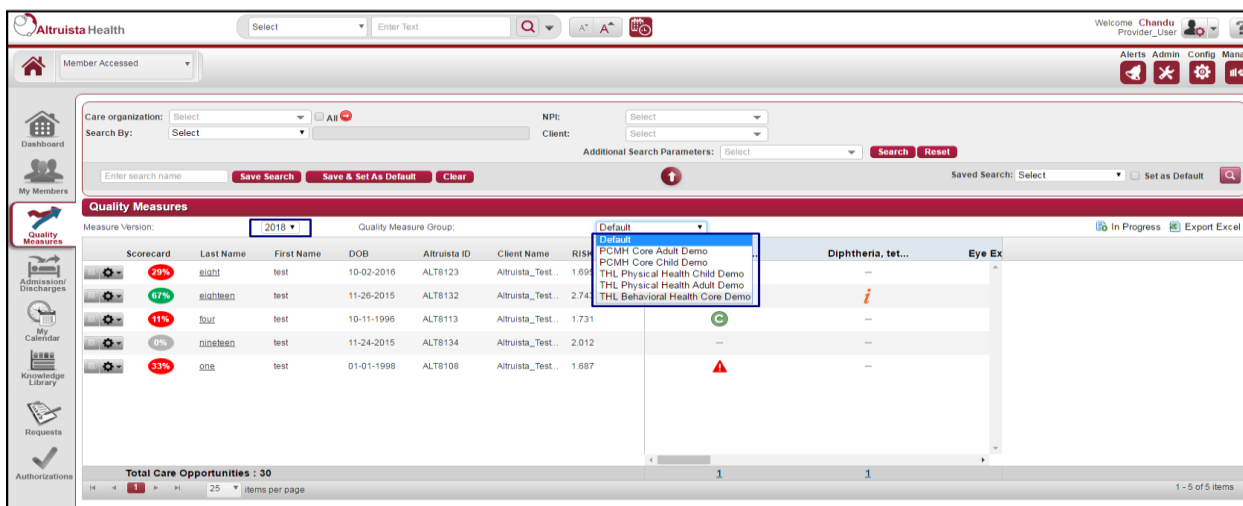
- Select **Care Organization** (you can multi-select) from its drop-down list, and used the Additional Search Parameters drop-down to select a specific Program (PCMH or Health Link) OR Program Status (Health Link only). **Note:** A Care Organization (for example: Tennessee Care Group) must always be selected in the Quality Measures tab; a Care Organization previously selected in My Members does not populate in this tab.

- b. Enter the **Search name** and click **Save Search** to save the search parameters given, to be used later. Search names that are saved appear as drop-down values in the **Saved Search** field.



- c. If you click **Save and Set as Default**, the search parameters given will be saved and also will be displayed by default whenever the user logs in.

2. Select **Measure Version** 2018 and Select a Quality Measure Group from the “**Quality Measure Group**” drop-down:



Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	Risk	PCMH Core Adult Demo	PCMH Core Child Demo	THL Physical Health Child Demo	THL Physical Health Adult Demo	THL Behavioral Health Core Demo	Diphtheria, tet...	Eye Ex
29%	slight	test	10-02-2016	ALT8123	Altruista_Test...	1.69							
67%	eighteen	test	11-26-2015	ALT8132	Altruista_Test...	2.74							
11%	four	test	10-11-1996	ALT8113	Altruista_Test...	1.731							
9%	nineteen	test	11-24-2015	ALT8134	Altruista_Test...	2.012							
33%	one	test	01-01-1998	ALT8108	Altruista_Test...	1.687							

- a. A list of Quality Measures identified for the Members with selected **Quality Measure Group** is displayed.
- b. **Note:** Regardless of the enrollment of the practice, all Quality Measures will be displayed in the Quality Measures Groups drop-down. The user will have to

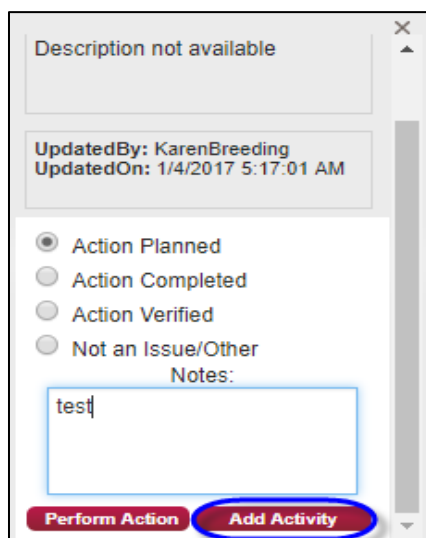
select the Quality Measure Groups in the drop-down relevant to the status of the practice.

## 1.2 INDIVIDUALLY ADDRESS THE GAPS IDENTIFIED FOR A MEMBER




Quality Measures can be in different statuses based on how they were addressed by the provider:

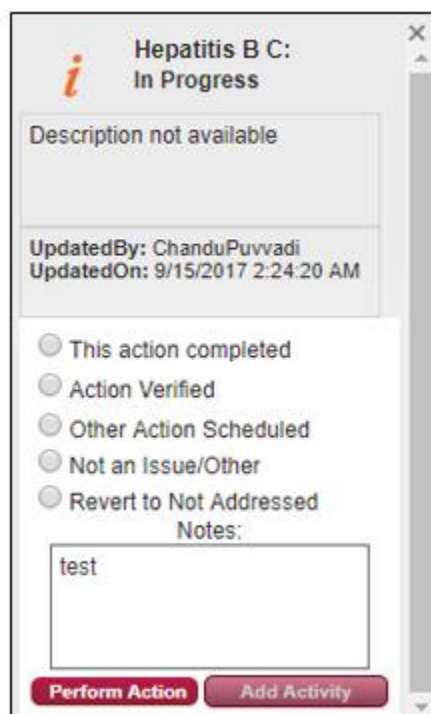
	Not Addressed
	In Progress
	Completed
	Action Verified
	Completion verified via claims file


1. Click an **Opportunity** (red triangle) to address a Quality measure, and select the **Action Planned** option.



The screenshot shows a dialog box titled "Description not available" with a close button (X) in the top right corner. Below the title bar, it displays "UpdatedBy: KarenBreeding" and "UpdatedOn: 1/4/2017 5:17:01 AM". The main content area contains four radio button options: "Action Planned" (selected), "Action Completed", "Action Verified", and "Not an Issue/Other". Below these options is a text input field labeled "Notes:" containing the text "test". At the bottom of the dialog, there are two buttons: "Perform Action" and "Add Activity", both highlighted with red circles.

2. Enter notes if required and click **Add Activity** if an Activity is required to resolve this gap. **Note:** The **Add Activity** is enabled only if any of the options are selected.
  - a. In the Add Activity window, enter in relevant details such as Activity Type, Scheduled Duration, Scheduled Date, etc.
  - b. Next, click **Add** and exit from the window or click **Add and Close**.
3. Select the red triangle again and click **Perform Action**.
  - a. The status of the Opportunity for the Member changes from **Not Addressed** (  ) to **In Progress** (  ).
  - b. Click  to further perform action on the Opportunity which is **In Progress** status. A pop-up window appears as shown below:



 **Hepatitis B C:  
In Progress**

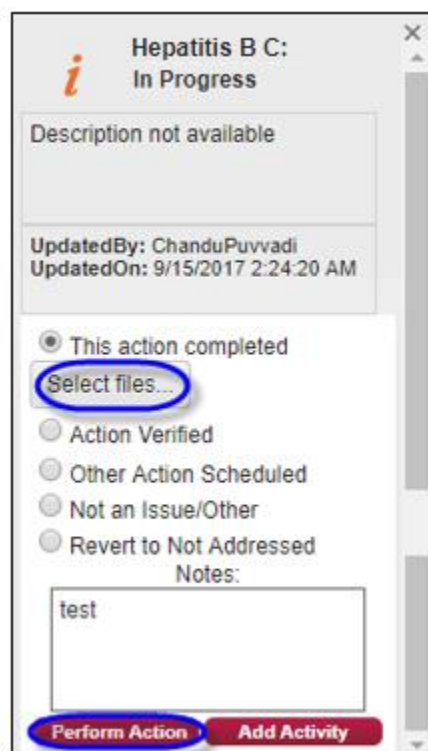
Description not available

UpdatedBy: ChanduPuvvadi  
UpdatedOn: 9/15/2017 2:24:20 AM

☐ This action completed  
☐ Action Verified  
☐ Other Action Scheduled  
☐ Not an Issue/Other  
☐ Revert to Not Addressed

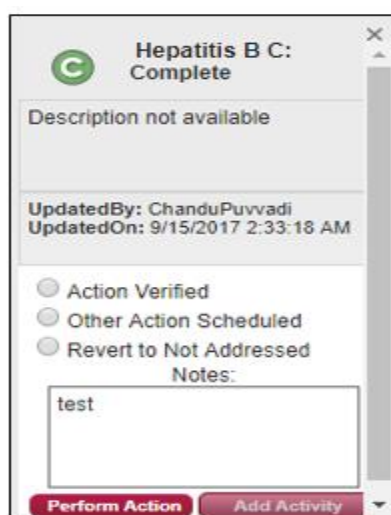
Notes:  
test

**Perform Action** **Add Activity**



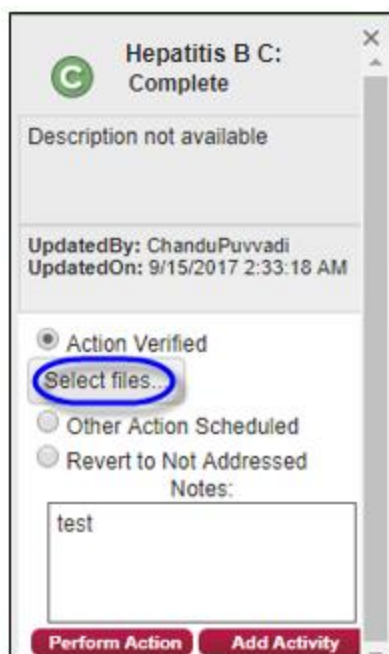
The screenshot shows a window titled "Hepatitis B C: In Progress". It features an orange information icon. The description field is empty with the text "Description not available". The update information shows "UpdatedBy: ChanduPuvvadi" and "UpdatedOn: 9/15/2017 2:24:20 AM". A list of radio buttons includes "This action completed" (selected), "Select files..." (circled in blue), "Action Verified", "Other Action Scheduled", "Not an Issue/Other", and "Revert to Not Addressed". A text area labeled "Notes:" contains the word "test". At the bottom, there are two buttons: "Perform Action" (circled in blue) and "Add Activity".




- c. Attach related files if needed, select **This action completed**, and click **Perform Action**. **Note:** You can also click **Add Activity** to add an Activity if required.
- d. Now **i** status changes to **C**. Click **C** to further perform action on the opportunity which is in the **Completed** status. A window displays as shown:





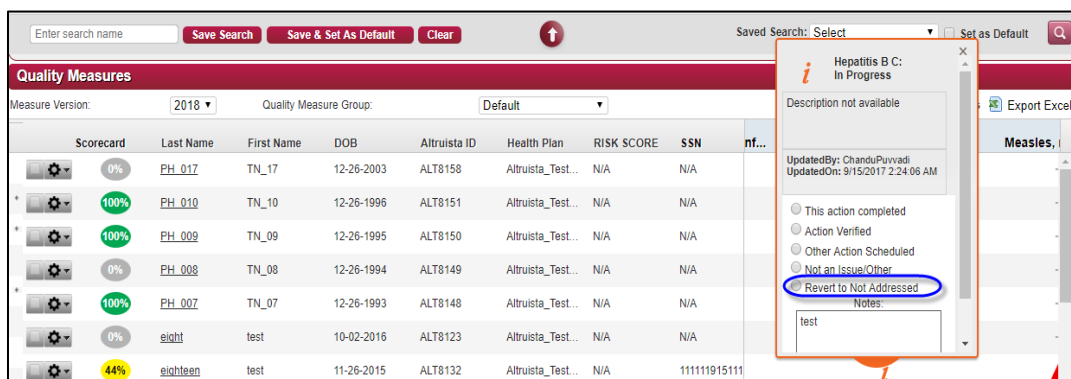
The screenshot shows a window titled "Hepatitis B C: Complete". It features a green "C" icon. The description field is empty with the text "Description not available". The update information shows "UpdatedBy: ChanduPuvvadi" and "UpdatedOn: 9/15/2017 2:33:18 AM". A list of radio buttons includes "Action Verified", "Other Action Scheduled", and "Revert to Not Addressed". A text area labeled "Notes:" contains the word "test". At the bottom, there are two buttons: "Perform Action" and "Add Activity".

- e. Select **Action Verified** when provider documentation has been validated for an action, attach related files if needed, and click **Perform Action**. **Note:** You can also click **Add Activity** to add an Activity if required.













Now the  status changes to . **Note:** Once a claim related to these services has been received, the status will change to .

4. To revert decisions or actions, select a status of  or  and click **Revert to Not Addressed**. User can add necessary notes and select **Perform Action**.




Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	nf...
0%	PH_017	TN_17	12-26-2003	ALT8158	Altruista_Test...	N/A	N/A	
100%	PH_010	TN_10	12-26-1996	ALT8151	Altruista_Test...	N/A	N/A	
100%	PH_009	TN_09	12-26-1995	ALT8150	Altruista_Test...	N/A	N/A	
0%	PH_008	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A	N/A	
100%	PH_007	TN_07	12-26-1993	ALT8148	Altruista_Test...	N/A	N/A	
0%	eight	test	10-02-2016	ALT8123	Altruista_Test...	N/A	N/A	
44%	eighteen	test	11-26-2015	ALT8132	Altruista_Test...	N/A	111111915111	

- a. The status reverts back to  as shown below.

Quality Measures									
Measure Version: 2018		Quality Measure Group: Default		In Progress Export Excel					
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	Hepatitis B - C...	Measles, mump...
 0%	PH_017	TN_17	12-26-2003	ALT8158	Altruista_Test...	N/A	N/A	--	--
 100%	PH_010	TN_10	12-26-1996	ALT8151	Altruista_Test...	N/A	N/A	--	--
 100%	PH_009	TN_09	12-26-1995	ALT8150	Altruista_Test...	N/A	N/A	--	--
 0%	PH_008	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A	N/A	--	--
 100%	PH_007	TN_07	12-26-1993	ALT8148	Altruista_Test...	N/A	N/A	--	--
 0%	eight	test	10-02-2016	ALT8123	Altruista_Test...	N/A	N/A	--	--
 44%	eighteen	test	11-26-2015	ALT8132	Altruista_Test...	N/A	111111915111		
 0%	four	test	10-11-2016	ALT8113	Altruista_Test...	N/A	N/A	--	--

5. To indicate that a measure is not applicable, select a status, select **Not an Issue/Other**, and click **Perform Action**.


**Hepatitis B C:  
Not Addressed**

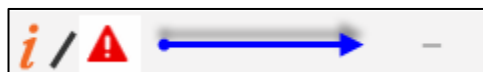
Description not available

UpdatedBy: ChanduPuvvadi  
 UpdatedOn: 9/15/2017 3:31:49 AM

☐ Action Planned  
☐ Action Completed  
☐ Action Verified  
☒ **Not an Issue/Other**  
 Notes:  
 test

Perform Action Add Activity

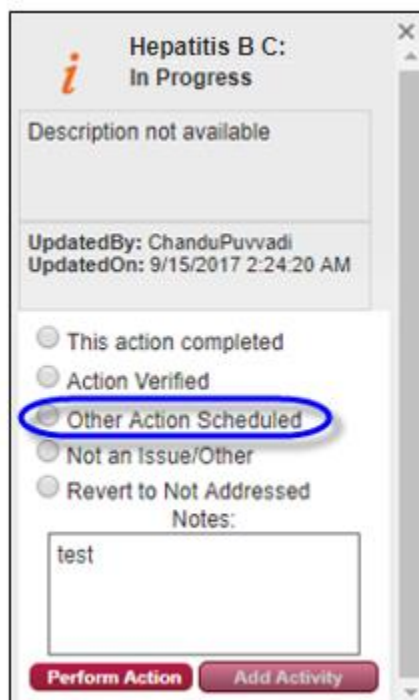
- a. The status will then change from **In Progress** to **Not Applicable**.


















**Note:** When a status changes from **In Progress** to **Not Applicable**, the Measure/Gaps counts will decrease.



6. For a measure in the **In Progress** status, if **Other Action Scheduled** is selected, and **Perform Action** is clicked, the status remains in the **In Progress** Status.

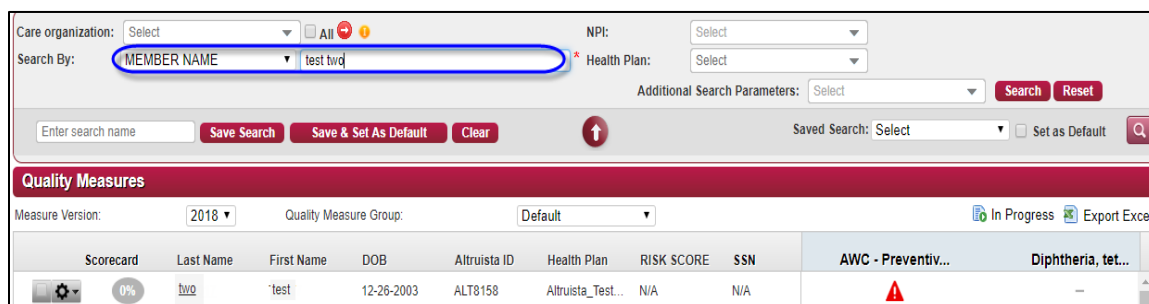


Below is a table that summarizes the progression of Quality Measures statuses as actions are performed. A specific example of how the Quality Measure statuses appear and change in the CCT via HEDIS rules is outlined in the **Appendix** at the end of this guide.

Initial Status	Action Performed by User	Status updated to
 Not Addressed	Action Planned	 In Progress
	Action Completed	 Completed
	Action Verified	 Verified
	Not an Issue/Other	 Not Applicable
 In Progress	This Action Completed	 Completed
	Action Verified	 Verified
	Other Action Scheduled	 In Progress
	Not an Issue/Other	 Not Applicable
	Revert to Not Addressed	 Not Addressed
 Completed	Action Verified	 Verified
	Other Action Scheduled	 In Progress
	Revert to Not Addressed	 Not Addressed

### 1.3. SEARCH FOR INDIVIDUAL MEMBERS WITHIN THE QUALITY MEASURE GROUP.

To search for gaps in care for a specific member, select **Search By** as **Member name**, enter the Member's name in the search text or select the **Member ID** to enter the member's **Altruista ID** in the search text, and click **Search**.

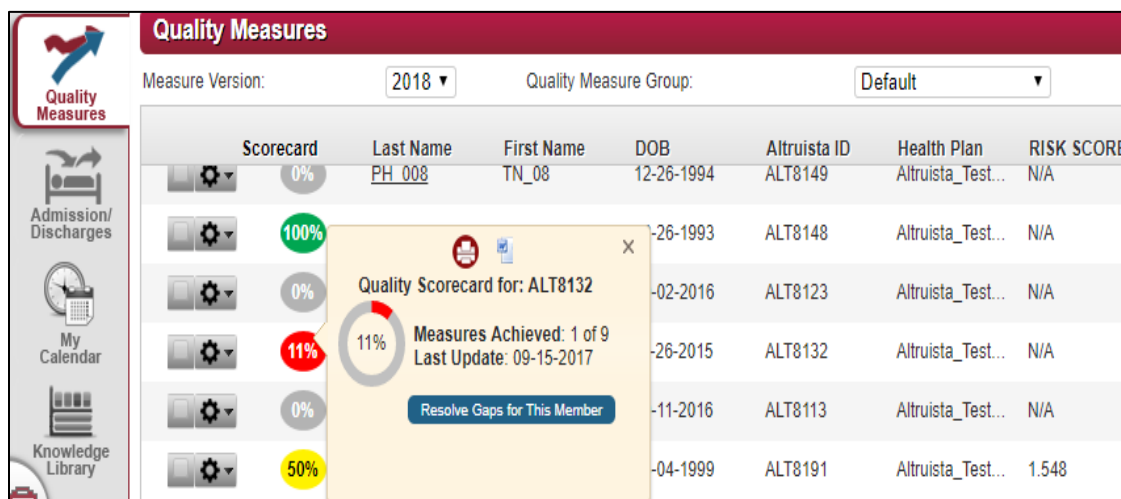


Opportunities identified for the selected member across all the Quality Measures under the selected Quality Measure Group are displayed.

### 1.4. ADDRESS ALL THE GAPS IDENTIFIED FOR A MEMBER

- CLOSE/ADDRESS ALL GAPS FOR A MEMBER AT ONCE

1. Click the **Scorecard** for a Member as shown below:



**Quality Measures**

Measure Version: 2018 Quality Measure Group: Default

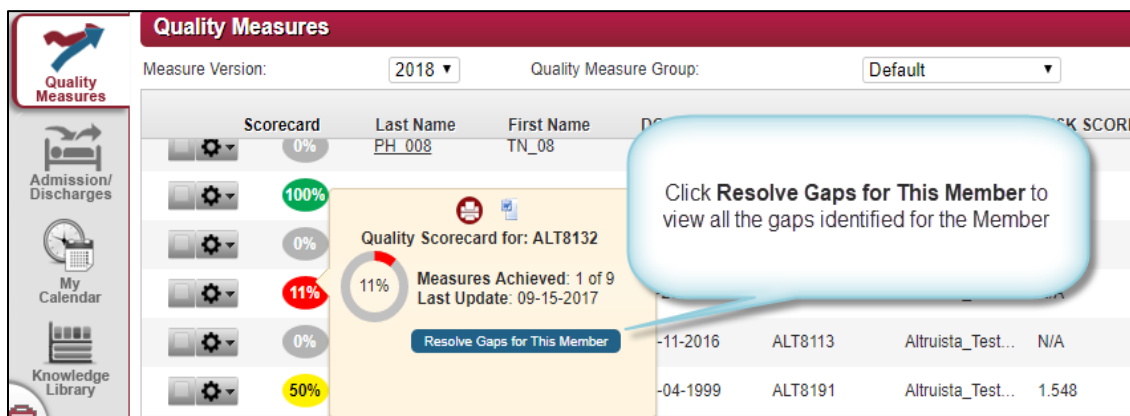
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE
0%	PH_008	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A
100%			-26-1993	ALT8148	Altruista_Test...	N/A
0%			-02-2016	ALT8123	Altruista_Test...	N/A
11%			-26-2015	ALT8132	Altruista_Test...	N/A
0%			-11-2016	ALT8113	Altruista_Test...	N/A
50%			-04-1999	ALT8191	Altruista_Test...	1.548

**Quality Scorecard for: ALT8132**

Measures Achieved: 1 of 9  
Last Update: 09-15-2017

[Resolve Gaps for This Member](#)

- a. A scorecard displays the percentage of opportunities resolved for a Member. It also displays the measures/gaps for a member that are in the **Not Addressed** and the **In Progress** statuses.
2. Click **Resolve Gaps for This Member** to view all the gaps that have been identified for the Member and collectively resolve gaps that are in the SAME status category.



**Quality Measures**

Measure Version: 2018 Quality Measure Group: Default

Scorecard	Last Name	First Name	DOB	SCORE
0%	PH_008	TN_08		

Click **Resolve Gaps for This Member** to view all the gaps identified for the Member

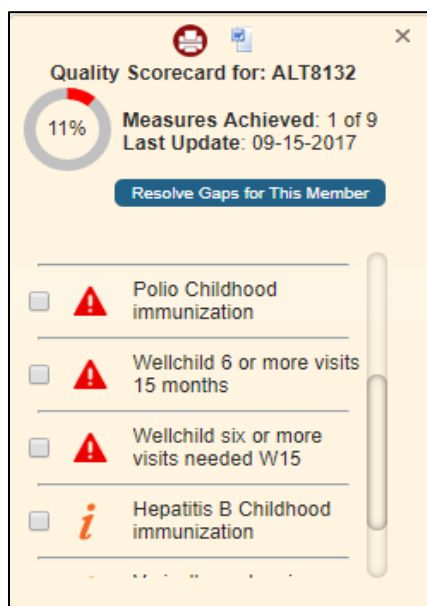
**Quality Scorecard for: ALT8132**

Measures Achieved: 1 of 9  
Last Update: 09-15-2017

[Resolve Gaps for This Member](#)

Measure	Status	Score
11-2016	ALT8113	Altruista_Test... N/A
04-1999	ALT8191	Altruista_Test... 1.548





- a. Gaps that are in **In Progress/Not Addressed** status will be displayed as shown below:



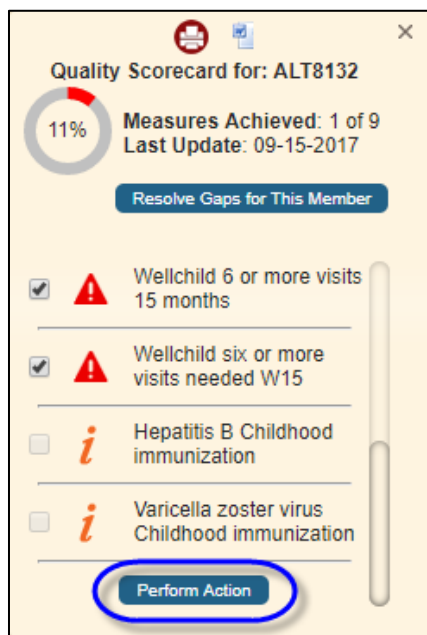
**Quality Scorecard for: ALT8132**

Measures Achieved: 1 of 9  
Last Update: 09-15-2017

[Resolve Gaps for This Member](#)

- ☐  Polio Childhood immunization
- ☐  Wellchild 6 or more visits 15 months
- ☐  Wellchild six or more visits needed W15
- ☐  Hepatitis B Childhood immunization





- b. Multiple gaps for a member that are in the same status can be resolved simultaneously. You can select all/multi select the gaps that are in the same status category and click **Perform Action**.



Quality Scorecard for: ALT8132

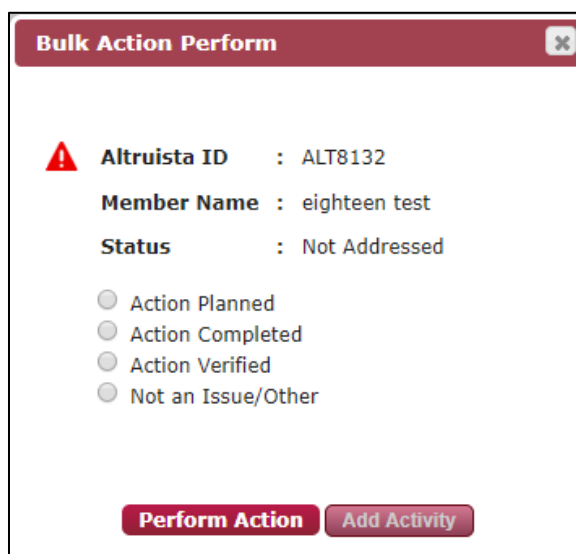
11% Measures Achieved: 1 of 9  
Last Update: 09-15-2017

Resolve Gaps for This Member


<input checked="" type="checkbox"/>		Wellchild 6 or more visits 15 months
<input checked="" type="checkbox"/>		Wellchild six or more visits needed W15
<input type="checkbox"/>		Hepatitis B Childhood immunization
<input type="checkbox"/>		Varicella zoster virus Childhood immunization

Perform Action

- c. The **Bulk Action Perform** window displays as shown below. There are four options to select from:



**Bulk Action Perform**

 **Altruista ID** : ALT8132  
**Member Name** : eighteen test  
**Status** : Not Addressed

☐ Action Planned  
☐ Action Completed  
☐ Action Verified  
☐ Not an Issue/Other

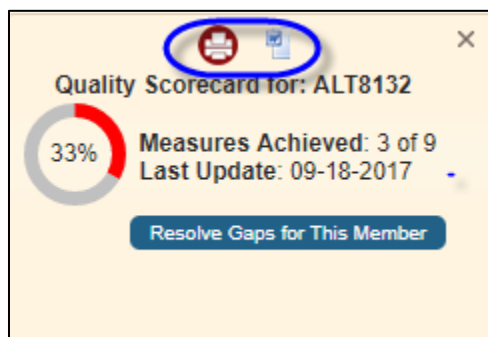
Perform Action Add Activity

- i. Selecting **Action Planned** will update the status of the selected opportunities to *In Progress*.
- ii. Selecting **Action Completed** will update the status of the selected opportunities to *Completed*. The scorecard percentage is also updated accordingly.
- iii. Selecting **Action Verified** updates the status of the selected opportunity to *Verified*. The scorecard percentage is also updated accordingly.
- iv. Selecting **Not an Issue/other** will update the status to *Not Applicable*.



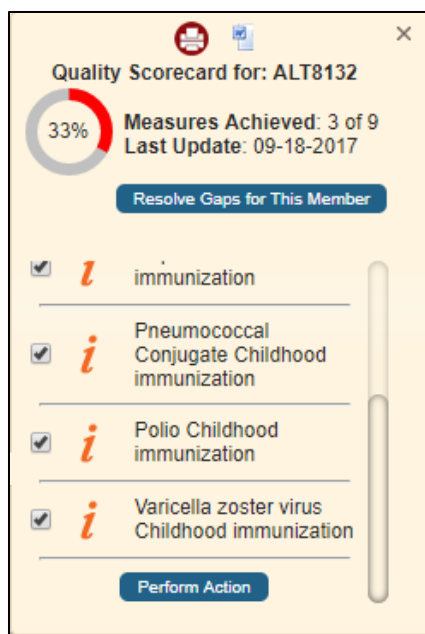
You cannot resolve opportunities/gaps for a member that are in the *Not Addressed* and *In Progress* statuses simultaneously. For example, when you select the gaps in one status (In Progress), the check boxes for the gaps in the other status (Not Addressed) are disabled automatically.

- d. You can print the Quality Score Card or export to Word using the icons as shown:



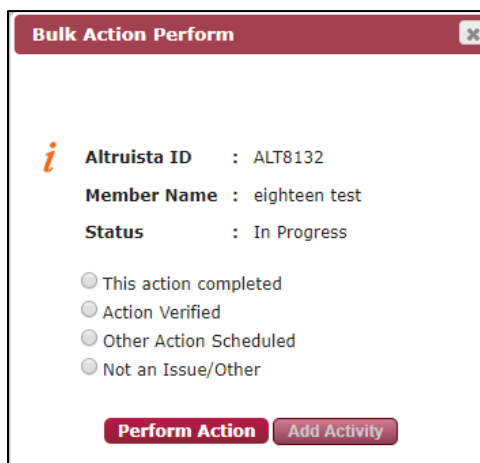
- **ADDRESS GAPS IN *IN PROGRESS* STATUS**

1. To address all the gaps for a **selected member**, click on the **Scorecard**.



2. Click **Resolve Gaps for this Member** to view the gaps for the selected member.
3. Select all the gaps that are in **In Progress** status and click **Perform Action**.

The **Bulk Action Perform** pop-up appears as shown below. There are four options to select from:



**Bulk Action Perform**

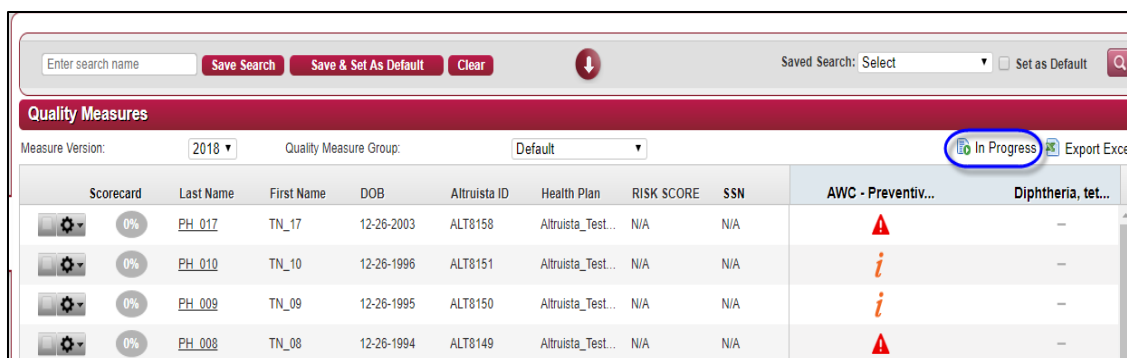
*i* **Altruista ID** : ALT8132  
**Member Name** : eighteen test  
**Status** : In Progress

☐ This action completed  
☐ Action Verified  
☐ Other Action Scheduled  
☐ Not an Issue/Other

Perform Action Add Activity

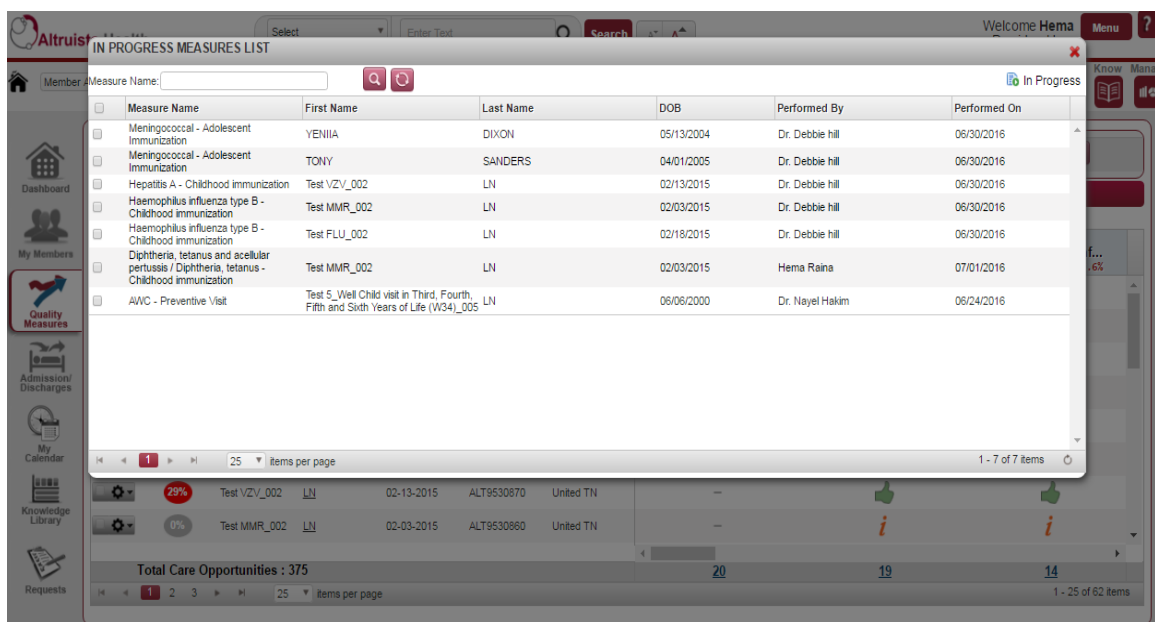
- a. Selecting **This Action Completed** will update the status of the selected gaps to *Completed*.

- b. Selecting **Action Verified** will change the status of the selected gaps to *Verified*.
  - c. Selecting **Other Action Scheduled** will keep the status of the selected gaps in *In Progress*.
  - d. Selecting **Not an Issue/Other** will update the status of the selected gaps from *In Progress* to *Not Applicable*, therefore decreasing the measures count for the selected member.
- **ADDRESS GAPS IN *IN PROGRESS* STATUS FOR ALL MEMBERS AT ONCE**
    1. To address all the gaps that are in **In Progress** status for the entire population, from the Quality Measures tab, and click the **In Progress** button, at the top right corner of the page as shown below:



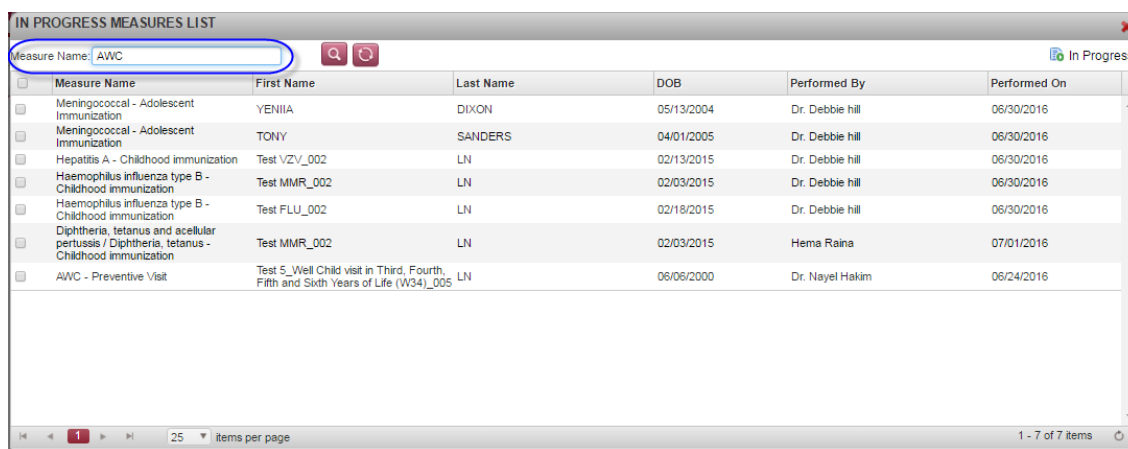
Quality Measures									
Measure Version: 2018				Quality Measure Group: Default		In Progress Export Excel			
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	AWC - Preventiv...	Diphtheria, tet...
0%	PH_017	TN_17	12-26-2003	ALT8158	Altruista_Test...	N/A	N/A	⚠	—
0%	PH_010	TN_10	12-26-1996	ALT8151	Altruista_Test...	N/A	N/A	i	—
0%	PH_009	TN_09	12-26-1995	ALT8150	Altruista_Test...	N/A	N/A	i	—
0%	PH_008	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A	N/A	⚠	—

2. A list of gaps that are in **In Progress** status for all the members across all Quality Measures in the selected Quality Measure Group are displayed.




Measure Name	First Name	Last Name	DOB	Performed By	Performed On
Meningococcal - Adolescent Immunization	YENIA	DIXON	05/13/2004	Dr. Debbie hill	06/30/2016
Meningococcal - Adolescent Immunization	TONY	SANDERS	04/01/2005	Dr. Debbie hill	06/30/2016
Hepatitis A - Childhood immunization	Test VZV_002	LN	02/13/2015	Dr. Debbie hill	06/30/2016
Haemophilus influenza type B - Childhood immunization	Test MMR_002	LN	02/03/2015	Dr. Debbie hill	06/30/2016
Haemophilus influenza type B - Childhood immunization	Test FLU_002	LN	02/18/2015	Dr. Debbie hill	06/30/2016
Diphtheria, tetanus and acellular pertussis / Diphtheria, tetanus - Childhood immunization	Test MMR_002	LN	02/03/2015	Hema Raina	07/01/2016
AWC - Preventive Visit	Test 5_Well Child visit in Third, Fourth, Fifth and Sixth Years of Life (W34)_005	LN	06/06/2000	Dr. Nayel Hakim	06/24/2016

3. You can further search for the **In Progress** measures list by entering the **Measure Name** in the text box seen at the top left corner of the popup window.

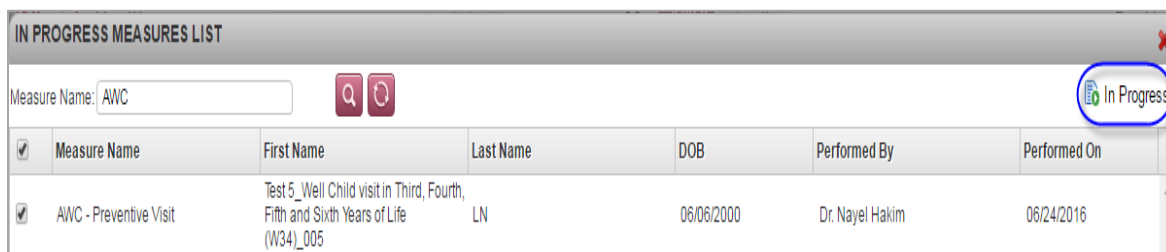


Measure Name	First Name	Last Name	DOB	Performed By	Performed On
Meningococcal - Adolescent Immunization	YENIA	DIXON	05/13/2004	Dr. Debbie hill	06/30/2016
Meningococcal - Adolescent Immunization	TONY	SANDERS	04/01/2005	Dr. Debbie hill	06/30/2016
Hepatitis A - Childhood immunization	Test VZV_002	LN	02/13/2015	Dr. Debbie hill	06/30/2016
Haemophilus influenza type B - Childhood immunization	Test MMR_002	LN	02/03/2015	Dr. Debbie hill	06/30/2016
Haemophilus influenza type B - Childhood immunization	Test FLU_002	LN	02/18/2015	Dr. Debbie hill	06/30/2016
Diphtheria, tetanus and acellular pertussis / Diphtheria, tetanus - Childhood immunization	Test MMR_002	LN	02/03/2015	Hema Raina	07/01/2016
AWC - Preventive Visit	Test 5_Well Child visit in Third, Fourth, Fifth and Sixth Years of Life (W34)_005	LN	06/06/2000	Dr. Nayel Hakim	06/24/2016

- For example, from the above **In Progress** measures list, if you want to search for members who have gaps identified for the measure **AWC** (Adolescent Well-Care Visits), then enter the measure name in the text box and click .
- Search results appear as per the given search criteria.

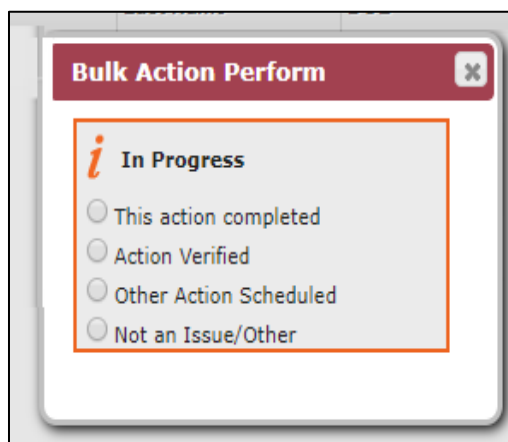


- c. Select member records as needed by selecting the check mark boxes on the left side of the Measure Name, and click the **In Progress** button seen in the top right corner of the page as shown below:



<input checked="" type="checkbox"/>	Measure Name	First Name	Last Name	DOB	Performed By	Performed On
<input checked="" type="checkbox"/>	AWC - Preventive Visit	Test 5_Well Child visit in Third, Fourth, Fifth and Sixth Years of Life (W34)_005	LN	06/06/2000	Dr. Nayel Hakim	06/24/2016

- d. The **Bulk Action Perform** pop-up window appears with four options:



**Bulk Action Perform**

**i In Progress**

☐ This action completed

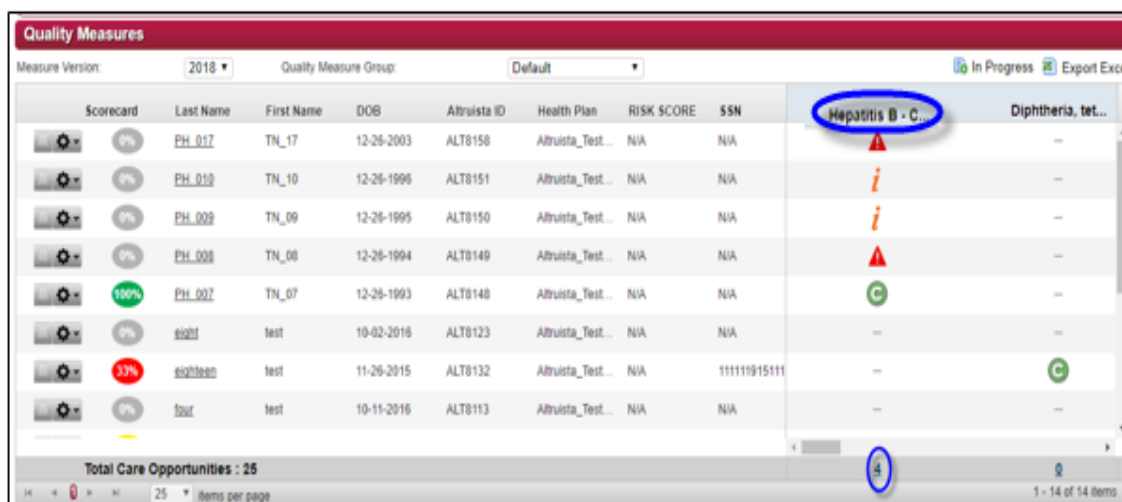
☐ Action Verified

☐ Other Action Scheduled

☐ Not an Issue/Other

- Selecting **This Action Completed** will update the status of the selected gaps to *Completed*.
- Selecting **Action Verified** updates the status of the selected gaps to *Verified*.
- Selecting **Other Action Scheduled** will keep the status of the selected gaps in *In Progress*.
- Selecting **Not an Issue/Other** will update the status of the selected gaps from *In Progress* to *Not Applicable*, therefore decreasing the Measures count for the selected members.

- **FILTER MEMBERS WHO HAVE MEASURES IN *IN PROGRESS* (BASED ON A PARTICULAR MEASURE NAME)**
  1. Click on the measure count seen at the bottom of the **Quality Measures** grid, with respect to each Measure name. For example, click on the count displayed at the bottom of the grid for the measure name **Hepatitis B-Childhood Immunization**.



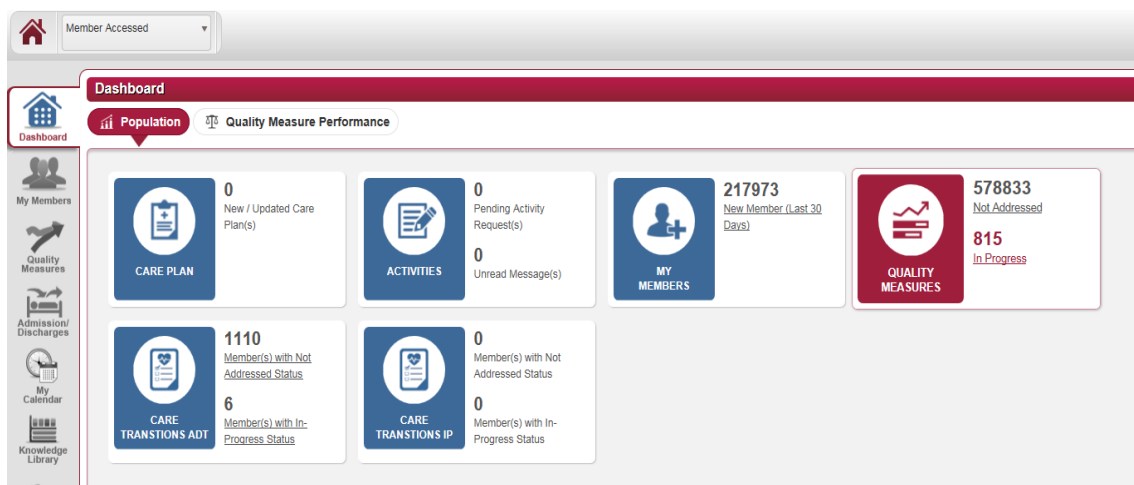
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	Hepatitis B - C...	Diphtheria, tet...
0%	PH_017	TN_17	12-26-2003	ALT0158	Altruista_Test...	N/A	N/A	▲	—
0%	PH_012	TN_10	12-26-1996	ALT0151	Altruista_Test...	N/A	N/A	i	—
0%	PH_009	TN_09	12-26-1995	ALT0150	Altruista_Test...	N/A	N/A	i	—
0%	PH_008	TN_08	12-26-1994	ALT0149	Altruista_Test...	N/A	N/A	▲	—
100%	PH_007	TN_07	12-26-1993	ALT0148	Altruista_Test...	N/A	N/A	C	—
0%	eight	test	10-02-2016	ALT0123	Altruista_Test...	N/A	N/A	—	—
33%	sixteen	test	11-26-2015	ALT0132	Altruista_Test...	N/A	11111915111	—	C
0%	four	test	10-11-2016	ALT0113	Altruista_Test...	N/A	N/A	—	—

Total Care Opportunities : 25

25 items per page

1 - 14 of 14 items

**Note:** The **Total Care Opportunities** count matches the numbers in the **Quality Measures** dashboard tile only when no **Care Organization** is selected in the **Quality Measures** tab as this will reflect the member population assigned to a provider. If the **Total Care Opportunities** count is different than the total count in the **Quality Measures** dashboard tile, please make sure that a Care Organization is not selected in the **Quality Measures** tab.



Member Accessed

Dashboard

Population Quality Measure Performance

My Members

Quality Measures

Admission/Discharges

My Calendar

Knowledge Library

CARE PLAN: 0 New / Updated Care Plan(s)

ACTIVITIES: 0 Pending Activity Request(s), 0 Unread Message(s)









MY MEMBERS: 217973 New Member (Last 30 Days)

QUALITY MEASURES: 578833 Not Addressed, 815 In Progress

CARE TRANSITIONS ADT: 1110 Member(s) with Not Addressed Status, 6 Member(s) with In-Progress Status

CARE TRANSITIONS IP: 0 Member(s) with Not Addressed Status, 0 Member(s) with In-Progress Status

- a. The members with an *In Progress* status for the selected measure are displayed. Select the **Change Status** icon underneath the measure column (icon on the right side).






Quality Measures									
Measure Version:	2018	Quality Measure Group:	Default						
	Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	Hepatitis B - C...
	0%	PH_017	TN_17	12-26-2003	ALT8158	Altruista_Test...	N/A	N/A	
	0%	PH_010	TN_10	12-26-1996	ALT8151	Altruista_Test...	N/A	N/A	
	0%	PH_009	TN_09	12-26-1995	ALT8150	Altruista_Test...	N/A	N/A	
	0%	PH_008	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A	N/A	
Total Care Opportunities : 4									

Click Change Status icon to change the status

- b. The **Change Status** pop-up window appears as shown below:

Change Status

Opportunity: AWC Preventive Visit

☐  TN\_07 PH\_007  
☒  TN\_14 PH\_014  
☒  TN\_10 PH\_010  
☒  TN\_09 PH\_009  
☒  TN\_08 PH\_008

OK

Note: Current page Gaps/Measures



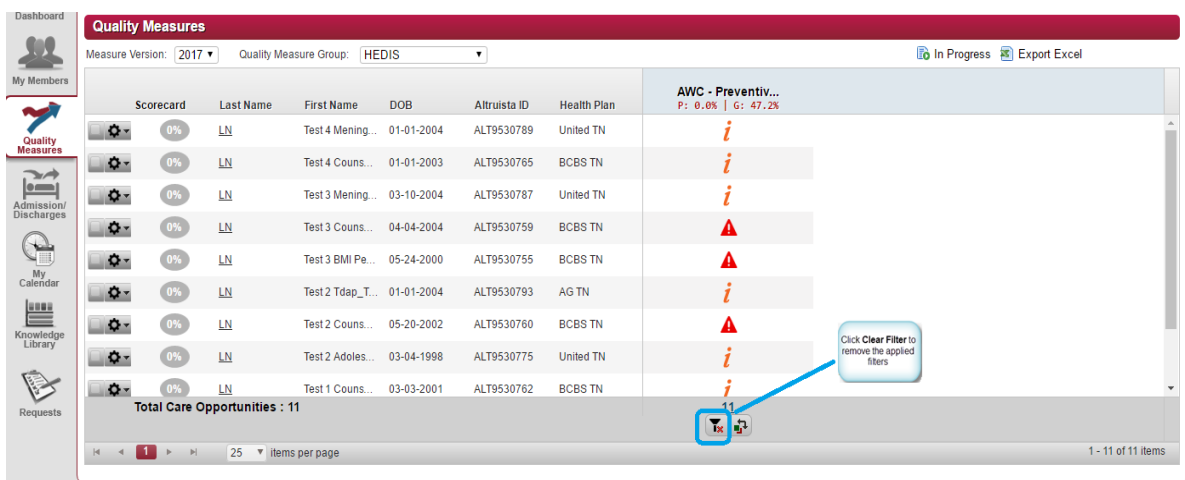
Clicking on the measure count for a particular measure will display all the measures for all the members that are in *Not Addressed* and *In Progress* statuses. You cannot resolve opportunities/gaps for Members that are in *Not Addressed* and *In Progress* statuses simultaneously.

- c. Select all or multi select the gaps/measures and click **OK**. Four options display:



- i. Selecting **This Action Completed** will update the status of the selected gaps to *Completed*.
- ii. Selecting **Action Verified** updates the status of the selected gaps to *Verified*.
- iii. Selecting **Other Action Scheduled** will keep the status of the selected gaps in *In Progress*.
- iv. Selecting **Not an Issue/Other** will update the status of the selected gaps from *In Progress* to *Not Applicable*, therefore decreasing the Measures count for the selected members.
- v. Click **OK** once the correct option is selected.

2. To clear the measure selected, on the Quality Measures tab, select the **Clear Filter** icon underneath the selected measure column (icon on the left side):



**Quality Measures**

Measure Version: 2017 Quality Measure Group: HEDIS In Progress Export Excel

Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	AWC - Preventiv...
0%	LN	Test 4 Mening...	01-01-2004	ALT9530789	United TN	i
0%	LN	Test 4 Couns...	01-01-2003	ALT9530765	BCBS TN	i
0%	LN	Test 3 Mening...	03-10-2004	ALT9530787	United TN	i
0%	LN	Test 3 Couns...	04-04-2004	ALT9530759	BCBS TN	!
0%	LN	Test 3 BMI Pe...	05-24-2000	ALT9530755	BCBS TN	!
0%	LN	Test 2 Tdap_...	01-01-2004	ALT9530793	AG TN	i
0%	LN	Test 2 Couns...	05-20-2002	ALT9530760	BCBS TN	!
0%	LN	Test 2 Adoles...	03-04-1998	ALT9530775	United TN	i
0%	LN	Test 1 Couns...	03-03-2001	ALT9530762	BCBS TN	i






Total Care Opportunities : 11

1 25 Items per page 1 - 11 of 11 items

Click Clear Filter to remove the applied filters

## 1.5. VIEW THE PATIENT HEALTH RECORD SUMMARY

1. Click on dropdown arrow on the Cogwheel icon next to patient last name. A drop down menu will come up when you click this icon

Quality Measures									
Measure Version: 2018		Quality Measure Group: Default		In Progress Export Excel					
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	AWC - Preventiv...	Diphtheria, tet...
0%	PH_017	TN_17	12-26-2003	ALT8158	Altruista_Test...	N/A	N/A	▲	—
	▼	TN_10	12-26-1996	ALT8151	Altruista_Test...	N/A	N/A	●	—
	▼	TN_09	12-26-1995	ALT8150	Altruista_Test...	N/A	N/A	●	—
	▼	TN_08	12-26-1994	ALT8149	Altruista_Test...	N/A	N/A	▲	—
	▼	TN_07	12-26-1993	ALT8148	Altruista_Test...	N/A	N/A	●	—
	▼	test	10-02-2016	ALT8123	Altruista_Test...	N/A	N/A	—	—

- a. Click on **View Member Summary**. Clicking on this option will display the member member summary, including medical information stored in the system.

VIEW SUMMARY			
Member Name (F-M-L) :	TN_10 PH_010	Gender :	M
Date of Birth :	12/26/1996	Marital :	Married
Expected Risk Level :	Not Available	:	ALT8151
Ethnicity :	American	Primary Language :	ABK
Service Interruption :	Not Available	Preferred Written Language(s) :	Not Available
Address :	HYD, JX, AK, 500043,	Evacuation Zone :	Not Available
Fax :	Not Available	Phone :	Not Available
<b>Member Medical Info</b>			
Primary Medical Provider :	Not Available	Primary Behavioral Provider :	Not Available
Primary Medical Condition :	Not Available	Primary Behavioral Condition :	Not Available
Primary Medical Description :	Not Available	Primary Behavioral Description :	Not Available
Secondary Medical Conditions :	Not Available	Secondary Behavioral Conditions :	Not Available
Preferred Time of Call :	Not Available	Next Scheduled Call :	Wednesday, November 30, 2016
Risk Weight :	Not Available	Est. Risk Category :	Not Available

- b. If you scroll down on this screen, you will see other tabs that include member information such as Opportunity, Care Plan, Condition, Claim Based Medication,

and Claims.






VIEW SUMMARY			
Primary Medical Description :	Not Available	Primary Behavioral Description :	Not Available
Secondary Medical Conditions :	Not Available	Secondary Behavioral Conditions :	Not Available
Preferred Time of Call :	Not Available	Next Scheduled Call :	Not Available
Risk Weight :	Not Available	Est. Risk Category :	Not Available
Height :	Not Available	Weight :	Not Available
Risk Score :	Not Available	Est. Risk Score :	Not Available
Doctor appt. :	Not Available	Reason for Doctor appt. :	Not Available
Risk Level :	Critical	Communication Impairment :	Not Available
Allergies :	Not Available		



► Opportunity
► Care Plan
► Condition
► Claim Based Medication
► Claims






## 1.6. Sort Members by Risk Scores


1. Click on the **"Risk Score"** column to view members by ascending/dscending order.

Quality Measures										
Measure Version:		2018 ▼		Quality Measure Group:		Default ▼		In Progress Export Excel		
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE ▼	SSN	AWC - Preventiv...	Diphtheria, tet...	
	member 7	test	03-04-1999	ALT8191	Altruista_Test...	1.548	111114327	✓	--	
	member 7	test	03-04-1999	ALT8191	Altruista_Test...	1.548	2223344	--	--	
	nine	test	09-27-2016	ALT8129	Altruista_Test...	N/A	N/A	--	--	
	one	test	10-13-2016	ALT8108	Altruista_Test...	N/A	1234567890	--	--	
	PH_007	TN_07	12-26-1993	ALT8148	Altruista_Test...	N/A	N/A	C	--	

## 1.7. VIEW QUALITY MEASURES OF FAMILY MEMBERS

To view the family member records of a member in the Quality Measures grid, click the  icon displayed next to a member record. The  icon is displayed only if the family member records are available for the selected member as shown:

Quality Measures									
Measure Version: 2018		Quality Measure Group: Default		In Progress Export Excel					
Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	RISK SCORE	si...	Consider assess...	Consider
 56%	Za_Dse	ZA_Para	12-02-1999	ALT602559	test client	N/A		—	
 50%	Za_Perry	ZA_Mercy	02-01-1994	ALT602570	test client	N/A		—	
 18%	Za_Flynn	ZA_Maximus	06-22-2010	ALT592539	VNSNY	N/A		⚠	
 43%	test	test9	04-01-2014	ALT592554	test client	N/A		—	
 18%	Za_Flynn	ZA_Maximus	06-22-2010	ALT592539	VNSNY	N/A		⚠	

- Quality Measures for the member and linked family member(s) with respect to the Measure Group and Measure Version selected are displayed with a status. Users may address the Quality Measures for a member and his or her family members.
- All columns (such as Scorecard, Last Name, First Name, etc.) along with the context menu options  are available for the family member records as well.

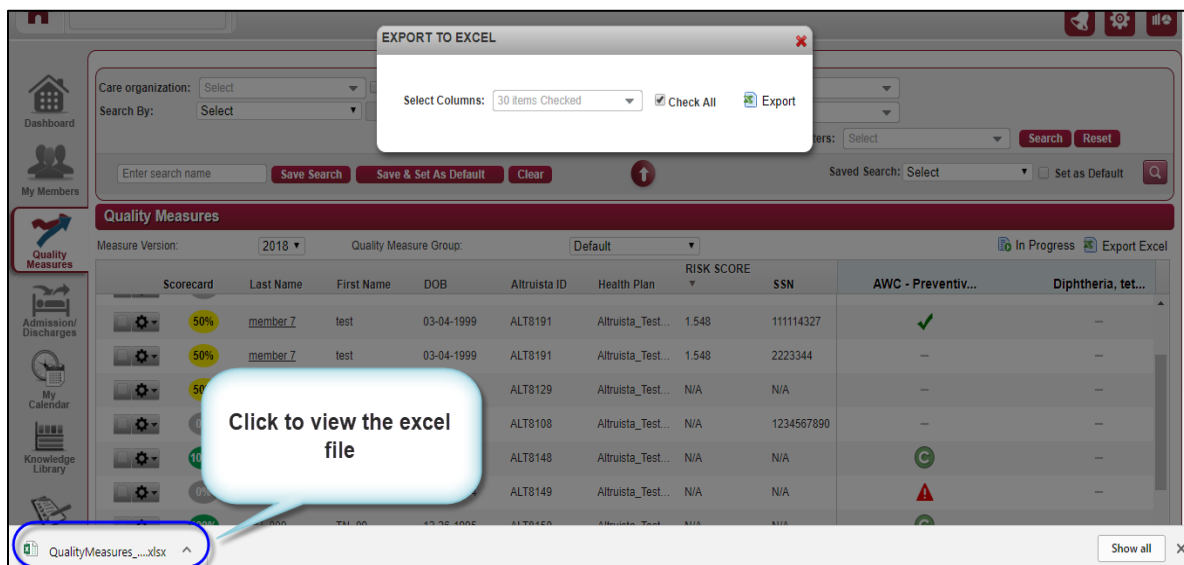
## 1.8. EXPORT QUALITY MEASURES DETAILS TO EXCEL

1. Click **Export Excel** as shown below:

Quality Measures									
Measure Version: 2018		Quality Measure Group: Default		In Progress Export Excel					
Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	RISK SCORE	SSN	AWC - Preventiv...	Diphtheria, tet...
 50%	member 7	test	03-04-1999	ALT8191	Altruista_Test...	1.548	11114327	✓	—
 50%	member 7	test	03-04-1999	ALT8191	Altruista_Test...	1.548	2223344	—	—
 50%	nine	test	09-27-2016	ALT8129	Altruista_Test...	N/A	N/A	—	—
 0%	one	test	10-13-2016	ALT8108	Altruista_Test...	N/A	1234567890	—	—
 100%	PH_007	TN_07	12-26-1993	ALT8148	Altruista_Test...	N/A	N/A	Ⓢ	—

2. Select specific columns (or use the Check All box to select all columns) to export to Excel, and select **Export**. Quality Measures details are downloaded in an Excel file.

**Note:** Your computer must have Excel in order for this file to be used.



### 1.9. EXERCISE: CLOSE A QUALITY MEASURE GAP FOR A MEMBER

1. Within the Quality Measures tab, select a member with a gap in care in the **Not Addressed** status.
2. Click on the member's scorecard to view the number and percent of measures achieved.
  - a. Select a measure (or multiple measures) in the **Not Addressed** status and click **Perform Action**.
  - b. Select **Action Planned** and click **Perform Action**. Note: the **Not Addressed** status changes to **In Progress** and the scorecard does not change.
3. Click on the member's scorecard again, select the same measure(s) selected in part 2, and click **Perform Action**.
  - a. Select Action Completed once the planned action occurred; view the change in the scorecard.



- b. Select Action Verified once the planned action occurred and the provider has documented it; view the change in the scorecard.
  - c. Select Not an Issue/Other only if the care gap is not a true issue; view the change in the scorecard.
- 4. For the same measure, select the Total Care Opportunities hyperlink at the bottom of the measure's column.
  - a. View the total list of members in the Not Addressed or In Progress statuses for that measure.
  - b. Export the list to Excel to support outreach efforts to those members.

## Appendix





### 1.1 Quality Measure Status Changes:

#### Introduction:

Quality Measures are determined by rules set forth by the Healthcare Effectiveness Data and Information Set (HEDIS). Within the Care Coordination Tool, HEDIS rules define the appearance of the status icons as PCMH and Health Link members receive health services.

#### Example:

For instance, for the Quality Measure labeled “W15” (Well-Child Visits Needed in the First 15 Months of Life), requires that all 6 well-child appointments associated with this measure (shown as 6 separate columns in the CCT) be completed before the tool reflects a “Completion Verified via Claims File” status. This is based on the Well Child Rule which is built into the CCT.

Therefore, if a child needs 6 visits to be complete (the child has not started any well-child visits yet), the CCT will show a “Not Addressed” status  in each visit column (6 in total). Once a child has completed one well-child visit and a claim is submitted, a provider has the option to change one of the 6 red triangles to the “Completed” status  manually to track their progress; 5 red triangles would still appear in the tool. When a claim for quality measure is received, the red triangle will change to the “Is Compliant” status  . When the CCT tool receives claims for a quality measure and once the HEDIS rules are ran, the status of that measure will automatically change into “Is Compliance”  . This process

will remain the same for all well-child visits associated with this quality measure. Once 6 claims have been received for the member for this measure, the CCT would then display this quality measure with 6 green checkmarks ✓ to indicate a “Completion Verified via Claims File” status.

**Rule Frequency:**

Rules within the CCT have been configured to run once per week which updates the system so that practices have the most recent claims information reflected in the tool.

**More Information:**

Specific information about the configuration of each rule can be found in the Care Coordination Tool under the **Knowledge Library** tab. The document is titled “HEDIS Rules”.

**1.2 Data Sources for the Quality Measures Tab**

The main source of data in the tool is paid claims. Claims data are used to determine patient diagnoses, pharmacy information, and risk scores. Gaps in care identified by the tool are based on claims data as well as a practice’s own self-reported gap in care closures. Due to claims lag and processing time, it can take up to 9 weeks for the tool to reflect a claim from the time it is submitted for payment. Claims data from Managed Care Organizations is updated within the tool once a week.

At this time, data from the State's immunization registry (TennIIS) and from providers' Electronic Health Records (EHR) cannot be imported into the Care Coordination Tool.

### 1.3 Quality Measure and HEDIS Specifications

Detailed documents regarding the specifications of both Quality Measures and HEDIS can be located in the **Knowledge Library** of the Care Coordination Tool. This tab is

located on the left side of the screen

